

## ACCOMODATION POLICIES

To maintain a high standard at the hotel, guests are requested to observe the following regulations. Please be noted that if you fail to observe any of these regulations, your stay may be terminated.

1. Do not use fire or any electrical appliances for heating or cooking inside the hotel.
2. Do not smoke inside the hotels, except for the smoking space.
3. Do not annoy other guests by giving a yell, making a noise, creating disturbance, etc.
4. Do not bring following items inside the hotel.
  - Animals
  - Articles having a strong offensive smell.
  - Abnormally large amount of objects.
  - Explosive and inflammable items, such as gun powder, gasoline, etc.
  - Illegally-owned guns and swords.
5. Do not gamble or behave in a demoralizing manner inside the hotel.
6. Do not invite visitors into the room or allow them to use the furniture and fixtures in the room without permission.
7. Do not use the hotel for business purposes such as distributing advertising materials or selling products without permission.
8. Do not use the furniture or fixtures inside the hotel for any purposes other than those intended.
9. Do not take any items in the room out of the hotel or move such items to other places within the hotel.
10. Do not fix additional fittings to the building or other facilities of the hotel, or otherwise alter their existing conditions.
11. Do not place any items that may disfigure the appearance or injure the dignity of the hotel at prominent place.
12. Do not throw any items outside from the window.
13. Do not leave your belongings in the hallway or the lobby.
14. Do not order food or drink delivery service from outside.

### Requirements

- Receipt will be issued in a room basis. If you wish to split the receipt with your room companion, please inform us in advance.
- Money and valuables should be kept in the safe deposit box provided in your room. We accept no responsibility for loss, theft or any other such accidents. Articles such as works of art and antiques, however, may not be deposited.

# Terms and Conditions of Accommodation Contracts

## Article 1 — Scope of Application

1. Accommodation contracts and related agreements entered into between THE HIRAMATSU HOTELS & RESORTS ATAMI (hereinafter “the Hotel”) and a guest or guests (hereinafter “the Guest”) shall be governed by these Terms and Conditions. Any matters not provided for herein shall be governed by laws and ordinances and/or generally accepted practices.
2. Notwithstanding the provisions of the preceding paragraph, if the Hotel has entered into a special contract with the Guest, the special contract shall take precedence insofar as it does not contravene laws and ordinances or generally accepted practices.

## Article 2 — Application for Accommodation Contracts

1. Applicants for an accommodation contract with the Hotel shall notify the Hotel of the following particulars:
  - (1) Name of Guest
  - (2) Date(s) of stay and intended time of arrival
  - (3) Accommodation charges (based, in principle, on the basic accommodation charge in Table 1)
  - (4) Any other particulars deemed necessary by the Hotel
2. If the Guest, during their stay, requests an extension of accommodation beyond the last date given in Item 2 of the preceding paragraph, the Hotel shall regard an application for a new accommodation contract as having been made at the time of the request.

## Article 3 — Conclusion, etc of Accommodation Contracts

1. An accommodation contract shall be deemed to have been concluded when the Hotel accepts the application described in the preceding article. However, this shall not apply if it is proved that the Hotel has not accepted the application.
2. When an accommodation contract has been concluded in accordance with the provisions of the preceding paragraph, the Guest shall pay a deposit specified by the Hotel, not exceeding the amount of the basic accommodation charge for the full period of the stay (or for 3 days if the period of the stay exceeds 3 days), by the date specified by the Hotel.
3. The deposit shall be applied firstly to the total accommodation charges to be paid by the Guest and, under circumstances where the provisions of Article 6 or Article 18 are applicable, secondly to cancellation charges and thirdly to reparations, and any remainder shall be refunded at the time of payment of charges as set out in Article 12.
4. If the Guest fails to pay the deposit described in Paragraph 2 by the date specified by the Hotel, as set out in the same paragraph, the accommodation contract shall lose its validity. However, this shall apply only if the Hotel so notifies the Guest when specifying the due date of payment for the deposit.

## Article 4 — Special Contracts Requiring no Deposit

1. Notwithstanding the provisions of Paragraph 2 of the preceding article, the Hotel may enter into a special contract that does not require the payment of a deposit after the contract has been concluded as set out in the same paragraph.
2. If the Hotel does not request the payment of a deposit as set out in Paragraph 2 of the preceding article, and/or does not specify a due date of payment for the deposit when accepting the application for an accommodation contract, the Hotel shall be deemed to have entered into a special contract as set out in the preceding paragraph.

## Article 5 — Refusal of Accommodation Contracts

The Hotel may refuse to conclude an accommodation contract under any of the following circumstances:

1. If the application for an accommodation contract does not conform to these Terms and Conditions
2. If the Hotel is fully booked and no room is available
3. If the applicant for accommodation is deemed likely to engage in behaviour that will contravene laws or ordinances, public order or morality in conjunction with their stay
4. If it is clear that the applicant for accommodation is carrying an infectious disease
5. If the Guest is deemed likely to engage in extortion in conjunction with their stay, or to ask the Hotel to assume an unreasonable burden in connection with their stay
6. If the Hotel is unable to provide accommodation owing to a natural disaster, damage to its facilities or other force majeure
7. If the provisions of Article 5 of the Shizuoka Prefecture Ordinance for Enforcement of the Hotel Business Act are applicable
8. If the applicant for accommodation is an organized crime group, member of an organized crime group, company or organization associated with an organized crime group, person involved with such a company or organization, or other antisocial force (hereinafter “organized crime group or other antisocial force”)

9. If the applicant for accommodation is a company or other organization whose business operations are controlled by an organized crime group or member of an organized crime group
10. If the applicant for accommodation is a company whose directors include a member of an organized crime group
11. If the applicant for accommodation engages in behaviour that causes significant nuisance to other guests
12. If the provisions of Article 5 of the Shizuoka Prefecture Ordinance for Enforcement of the Hotel Business Act are applicable

#### **Article 6 — Guest’s Right to Cancel Accommodation Contract**

1. The Guest may cancel the accommodation contract upon application to the Hotel.
2. If the Guest cancels all or part of the accommodation contract through their own fault, the Guest shall pay a cancellation charge to the Hotel, as set out in Table 2, except where the Hotel has specified a due date of payment for a deposit in accordance with the provisions of Article 3, Paragraph 2, and the Guest cancels the contract before the deposit is paid. However, where the Hotel has entered into a special contract as described in Article 4, Paragraph 1, this shall apply only where, when entering into the special contract, the Hotel has notified the Guest of their obligation to pay a cancellation charge if the Guest cancels the accommodation contract.
3. If the Guest fails to arrive at the Hotel by 8pm (or where the Guest has specified an intended time of arrival, within 2 hours after that time) on the first day of their stay, without prior notice, the Hotel may regard the accommodation contract as having been cancelled by the Guest.

#### **Article 7 — Hotel’s Right to Cancel Accommodation Contract**

1. The Hotel may cancel the accommodation contract under any of the following circumstances:
  - (1) If the Guest engages or is deemed likely to engage in behaviour that will contravene laws or ordinances, public order or morality in conjunction with their stay
  - (2) If it is clear that the Guest is carrying an infectious disease
  - (3) If the Guest engages in extortion or asks the Hotel to assume an unreasonable burden in connection with their stay
  - (4) If the Hotel is unable to provide accommodation owing to a natural disaster or other force majeure
  - (5) If the provisions of Article 5 of the Shizuoka Prefecture Ordinance for Enforcement of the Hotel Business Act are applicable
  - (6) If the Guest fails to observe the rules prohibiting certain acts under the House Regulations, such as smoking in bed or tampering with fire-fighting equipment (applicable only to provisions necessary for the prevention of fire)
  - (7) If it is clear that the Guest is a member of an organized crime group or other antisocial force
  - (8) If it is clear that the Guest belongs to a company or other organization whose business operations are controlled by an organized crime group or a member of an organized crime group
  - (9) If it is clear that the Guest is a company whose directors include a person who falls into the category of member of an organized crime group
  - (10) If the Guest engages in any behaviour that causes significant nuisance to other guests
2. If the Hotel cancels the accommodation contract in accordance with the provisions of the preceding paragraph, the Hotel shall not charge the Guest for any services not yet received.

#### **Article 8 — Registration**

1. The Guest shall register the following particulars at the front desk on the first day of their stay:
  - (1) Name, age, gender, address and occupation
  - (2) If the Guest is a foreign national: nationality, passport number, and port and date of entry into Japan
  - (3) Date and intended time of departure
  - (4) Any other particulars deemed necessary by the Hotel
2. Guests intending to pay the charges set out in Article 12 by any means other than cash, such as a traveller’s cheques, coupons, or credit cards, shall present such means of payment at the time of registration as described in the preceding paragraph.

#### **Article 9 — Guest Room Occupancy Hours**

The Guest shall be entitled to occupy the contracted guest room from 3pm on the day of registration to 11am the following day. However, in the event of a stay of consecutive nights, the Guest shall be entitled to occupy the room throughout the day, except on the day of registration and day of departure.

#### **Article 10 — Observance of House Regulations**

Within the Hotel’s premises, the Guest shall observe the House Regulations established by the Hotel and posted within the premises of the Hotel.

## **Article 11 — Opening Hours**

The opening hours of the main facilities of the Hotel and details of the opening hours of other facilities are listed in the service directory provided in guest rooms and elsewhere.

## **Article 12 — Payment of Charges**

1. The breakdown of accommodation charges, etc to be paid by the Guest shall be as set out in Table 1.
2. The accommodation charges, etc mentioned in the preceding paragraph shall be paid at the front desk at the time of the Guest's departure, or upon request by the Hotel, in cash or by other means such as traveller's cheques, coupons or credit cards.
3. Accommodations charges shall be payable even in the event that the Guest of their own volition does not use the room provided by the Hotel once it has become available.

## **Article 13 — Liabilities of the Hotel**

1. The Hotel shall compensate the Guest for any damages incurred by the Guest owing to the Hotel's fulfilment or non-fulfilment of the accommodation contract or related contracts. However, this shall not apply where the damages are due to causes not attributable to the Hotel.
2. The Hotel makes every effort to prevent fires, but subscribes to a hotel liability insurance scheme in case of fire, etc.

## **Article 14 — Arrangements if the Hotel is Unable to Provide the Contracted Room**

1. If the Hotel is unable to provide the contracted room, it shall, with the consent of the Guest, arrange accommodation elsewhere of as similar a standard as possible.
2. If, notwithstanding the provisions of the preceding paragraph, the Hotel is unable to arrange accommodation elsewhere, it shall pay the Guest compensation equivalent to the cancellation charge by way of damages. However, no compensation shall be payable in the event that the Hotel is unable to provide the contracted room through no fault of its own.

## **Article 15 — Handling of Deposited Articles, etc**

1. The Hotel shall compensate the Guest for any loss, damage, etc to cash, valuables or other articles deposited with the front desk, except where such loss, damage, etc is due to force majeure. However, in the event of loss, damage, etc to cash or valuables, the maximum amount of compensation shall be ¥150,000 if the Guest has refused to disclose the type and value of the items deposited when requested to do so by the Hotel.
2. The Hotel shall compensate the Guest for any loss, damage, etc to cash, valuables or other articles that the Guest has brought into the Hotel but not deposited with the front desk, if such loss, damage, etc is the result of the Hotel's wilful or gross negligence. However, the maximum amount of compensation shall be ¥150,000 if the Guest has refused to disclose the type and value of the items deposited when requested to do so by the Hotel.

## **Article 16 — Custody of the Guest's Luggage or Personal Effects**

1. If the Guest's luggage arrives at the Hotel before the Guest, the Hotel shall store the luggage and hand it over to the Guest at the front desk at the time of their check-in, provided that the Hotel has agreed to do so in advance.
2. If any of the Guest's luggage or personal effects are accidentally left within the Hotel after the Guest has checked out, the Hotel shall, once the owner of the luggage has been identified, contact the owner and request their instructions. However, if the owner fails to give any instructions or if the owner cannot be identified, the Hotel shall retain the luggage for a period of 7 days including the day of its discovery, and thereafter deliver it to the nearest police station.
3. The Hotel's liability in regard to the custody of the Guest's luggage or personal effects under the circumstances described in the two preceding paragraphs shall be governed by the provisions of Paragraph 1 of the preceding article under the circumstances described in Paragraph 1 above, and in accordance with the provisions of Paragraph 2 of the preceding article under the circumstances described in the preceding paragraph.

## **Article 17 — Liability in Regard to Parking**

If the Guest makes use of the Hotel's parking facilities, the Hotel merely offers the space for parking and shall bear no responsibility for custody of the vehicle, whether or not the keys to the vehicle are deposited with the Hotel. However, the Hotel shall be liable for any damage to the vehicle caused by its wilful or gross negligence in the management of the parking facilities.

**Article 18 — Liabilities of the Guest**

The Guest shall compensate the Hotel for any damage caused by the Guest, whether intentionally or through negligence.

**Table 1: Calculation of accommodation charges (Article 2, Paragraph 1; Article 12, Paragraph 1)**

	Breakdown	
Total accommodation charges to be paid by the Guest	Accommodation charges	(1) Basic accommodation charge (Room charge or room charge + food and beverages charge)
	Additional charges	(2) Food and beverages (except food and beverages included in (1)) and other charges (3) Service charge ((2) × 15%)
	Taxes	(4) Consumption tax, (5) Bath tax

Notes:

1. The basic accommodation charge is based on the tariffs displayed at the front desk and in the guest rooms.
2. The Hotel charges the same tariffs for children as for adult Guests, but no charge will be made for infants under 6 years old for whom bedding and meals are not provided.
3. A charge (not including the suite) will be made for the provision of extra beds.
4. In the event that applicable tax legislation is amended, the amended provisions shall apply.

**Table 2: Cancellation charge (Article 6, Paragraph 2)**

Number of rooms	Notice of cancellation			
	7-3 days' before	2 days' before	1 day before	No show (no notice given)
1-4 rooms	20%	50%	80%	100%
	60 - 31 days' before		30 days' before - No show (no notice given)	
more than 5 rooms	50%		100%	

Notes:

1. The figure shown above are percentage of cancellation charges against accommodation charges.
2. If the Guest changes (shortens) the duration of their stay, a cancellation charge for 1 day (the first day) shall be made, regardless of the number of days by which the stay is shortened.